# This article is about the OT-One.

## **It's no-longer sold or actively supported by Opentrons, but we've kept this article here to help existing users. Please** [**see our OT-2 Support articles**](https://support.opentrons.com/) **for the most up to date information!**

The Opentrons Account is your unique email and password to access Opentrons support. It allows us to know who you are when you chat live with customer support.

Key Benefits: By logging in on the website and app, you gain access to improved and personalized customer support. Key benefits include:

* Improved diagnostic information for our customer support specialists. By logging in, we'll know your particular software and robot versions, as well as error logs, so that we can better understand and resolve any issues that you may have.
* Sync and access full chat support history between the website and app, so you can have live chat support wherever is convenient for you.

Registering Your Account: If are a new user, you can register by clicking "Log in" in the OT-App and clicking "Sign Up".

If your email was shared as an intended user, we already registered your account. When you attempt to sign up, you will see that your username (your email address) was already registered.

Check your email for a message entitled "Reset your password" sent by info@opentrons.com to reset your password. Alternatively, you can click "Don't remember your password" after clicking "Log in" in the OT-App and following the instructions.